

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

| | |
|---|----------------------|
| <010> Study Area Code | 120038 |
| <015> Study Area Name | BRETTON WOODS TEL CO |
| <020> Program Year | 2015 |
| <030> Contact Name: Person USAC should contact with questions about this data | Karen Wante |
| <035> Contact Telephone Number: Number of the person identified in data line <030> | 6032789911 ext. |
| <039> Contact Email Address: Email of the person identified in data line <030> | kwante@bwtc.net |

| ANNUAL REPORTING FOR ALL CARRIERS | | 54.313 Completion Required | 54.422 Completion Required |
|---|--|-------------------------------------|-------------------------------------|
| | | (check box when complete) | |
| <100> Service Quality Improvement Reporting | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <200> Outage Reporting (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> <input type="text"/> <-- check box if no outages to report | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <300> Unfulfilled Service Requests (voice) | <input type="text" value="0"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <310> Detail on Attempts (voice) | <div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document) | <input type="checkbox"/> | <input type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband) | <input type="text" value="0"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <330> Detail on Attempts (broadband) | <div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document) | <input type="checkbox"/> | <input type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice) | | | |
| <410> Fixed | <input type="text" value="0.0"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> Mobile | <input type="text" value="0.0"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <430> Number of Complaints per 1,000 customers (broadband) | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <440> Fixed | <input type="text" value="0.0"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <450> Mobile | <input type="text" value="0.0"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> <div style="border: 1px solid black; padding: 2px;">120038nh510.pdf</div> | (attached descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> <div style="border: 1px solid black; padding: 2px;">120038nh610.pdf</div> | (attached descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <710> Company Price Offerings (broadband) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <800> Operating Companies and Affiliates | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> | (if yes, complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1000> Voice Services Rate Comparability | (check to indicate certification) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <1010> <div style="border: 1px solid black; padding: 2px;">120038nh1010.pdf</div> | (attach descriptive document) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | (if not, check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1110> | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers | (complete attached worksheet) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

| | | | |
|--------|-----------------------------------|--------------------------|--------------------------|
| <2000> | (check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <2005> | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

| | | | |
|--------|-----------------------------------|-------------------------------------|--------------------------|
| <3000> | (check to indicate certification) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <3005> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

| | |
|--|--|
| (100) Service Quality Improvement Reporting Data Collection Form | |
| FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 | |

| | | |
|-------|--|---|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data Karen Wante | |
| <035> | Contact Telephone Number - Number of person identified in data line <030> 6032789911 ext. | |
| <039> | Contact Email Address - Email Address of person identified in data line <030> kwante@bwtc.net | |
| <110> | Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC? | <input checked="" type="radio"/> (yes / no) <input type="radio"/> <input type="radio"/> (yes / no) <input type="radio"/> |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing \$ 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | | |
|-------|---|--------------------------|
| <113> | Maps detailing progress towards meeting plan targets | <input type="checkbox"/> |
| <114> | Report how much universal service (USF) support was received | <input type="checkbox"/> |
| <115> | How (USF) was used to improve service quality | <input type="checkbox"/> |
| <116> | How (USF) was used to improve service coverage | <input type="checkbox"/> |
| <117> | How (USF) was used to improve service capacity | <input type="checkbox"/> |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. | <input type="checkbox"/> |

**(200) Service Outage Reporting (Voice)
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

| | | |
|-------|--|-------------------------|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. | Select (Yes, No, NA) |
| <922> | Feasibility and sustainability planning; | |
| <923> | Marketing services in a culturally sensitive manner; | |
| <924> | Compliance with Rights of way processes | |
| <925> | Compliance with Land Use permitting requirements | |
| <926> | Compliance with Facilities Siting rules | |
| <927> | Compliance with Environmental Review processes | |
| <928> | Compliance with Cultural Preservation review processes | |
| <929> | Compliance with Tribal Business and Licensing requirements. | |

(1100) No Terrestrial Backhaul Reporting

Data Collection Form

FCC Form 481

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July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

☐

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(1200) Terms and Condition for Lifeline Customers

Lifeline Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

| | | | |
|--------|--|-----------------------------|---------------------------|
| <1210> | Terms & Conditions of Voice Telephony Lifeline Plans | <div>120038nh1210.pdf</div> | Name of Attached Document |
| <1220> | Link to Public Website | HTTP | bwtc.net/lifeline/terms |

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

| | | |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

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July 2013

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

| | | |
|---|---|--------------------------|
| Incremental Connect America Phase I reporting | | |
| <2010> | 2nd Year Certification {47 CFR § 54.313(b)(1)} | <input type="checkbox"/> |
| <2011> | 3rd Year Certification {47 CFR § 54.313(b)(2)} | <input type="checkbox"/> |
| Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)} | | |
| <2012> | 2013 Frozen Support Certification | <input type="checkbox"/> |
| <2013> | 2014 Frozen Support Certification | <input type="checkbox"/> |
| <2014> | 2015 Frozen Support Certification | <input type="checkbox"/> |
| <2015> | 2016 and future Frozen Support Certification | <input type="checkbox"/> |
| Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} | | |
| <2016> | Certification Support Used to Build Broadband | <input type="checkbox"/> |
| Connect America Phase II Reporting {47 CFR § 54.313(e)} | | |
| <2017> | 3rd year Broadband Service Certification | <input type="checkbox"/> |
| <2018> | 5th year Broadband Service Certification | <input type="checkbox"/> |
| <2019> | Interim Progress Certification | <input type="checkbox"/> |
| <2020> | Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | |

| | | |
|--------|--|--|
| <2021> | Interim Progress Community Anchor Institutions | <div></div> |
| | | Name of Attached Document Listing Required Information |

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Waite |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

| | | |
|--|--|---|
| (3010) | Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(ii)) | <div></div> <div>Name of Attached Document Listing Required Information</div> |
| (3011) | Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | <div></div> |
| (3012) | Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) | <div></div> <div>Name of Attached Document Listing Required Information</div> |
| (3013) | Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) | <div><div><div></div><div></div></div><div>(Yes/No)</div></div> |
| (3014) | If yes, does your company file the RUS annual report | <div><div><div></div><div></div></div><div>(Yes/No)</div></div> |
| Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: | | |
| (3015) | Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) | <div></div> |
| (3016) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | <div></div> |
| (3017) | If the response is yes on line 3014, attach your company's RUS annual report and all required documentation | <div></div> <div>Name of Attached Document Listing Required Information</div> |
| (3018) | If the response is no on line 3014, Is your company audited? | <div><div><div></div><div></div></div><div>(Yes/No)</div></div> |
| (3019) | If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications | <div><div><div></div><div></div></div><div>(Yes/No)</div></div> |
| (3020) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | <div></div> |
| (3021) | Management letter issued by the independent certified public accountant that performed the company's financial audit. | <div></div> |
| (3022) | If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, | <div><div><div></div><div></div></div><div>(Yes/No)</div></div> |
| (3023) | Underlying information subjected to a review by an independent certified public accountant | <div></div> |
| (3024) | Underlying information subjected to an officer certification. | <div></div> |
| (3025) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | <div></div> |
| (3026) | Attach the worksheet listing required information | <div></div> <div>Name of Attached Document Listing Required Information</div> |

| | |
|---|--|
| Certification - Reporting Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 120038 |
| <015> | Study Area Name | BRETTON WOODS TEL CO |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
|---|---|
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. | |
| Name of Reporting Carrier: BRETTON WOODS TEL CO | |
| Signature of Authorized Officer: CERTIFIED ONLINE | Date 06/30/2014 |
| Printed name of Authorized Officer: Art Nicholson | |
| Title or position of Authorized Officer: V.P. Operations | |
| Telephone number of Authorized Officer: 6032789911 ext. | |
| Study Area Code of Reporting Carrier: 120038 | Filing Due Date for this form: 07/01/2014 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

**Certification - Agent / Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

| | |
|---|----------------------|
| <010> Study Area Code | 120038 |
| <015> Study Area Name | BRETTON WOODS TEL CO |
| <020> Program Year | 2015 |
| <030> Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------|
| I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: | |
| Name of Reporting Carrier: | |
| Signature of Authorized Officer: | Date: |
| Printed name of Authorized Officer: | |
| Title or position of Authorized Officer: | |
| Telephone number of Authorized Officer: | |
| Study Area Code of Reporting Carrier: | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. | |
| Name of Reporting Carrier: | |
| Name of Authorized Agent or Employee of Agent: | |
| Signature of Authorized Agent or Employee of Agent: | Date: |
| Printed name of Authorized Agent or Employee of Agent: | |
| Title or position of Authorized Agent or Employee of Agent: | |
| Telephone number of Authorized Agent or Employee of Agent: | |
| Study Area Code of Reporting Carrier: | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

Attachments

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

120038

BRETTON WOODS TEL CO

2015

Karen Wante

6032789911 ext.

kwante@bwtc.net

| | Residential Local Service Charge Effective Date |
|-------|--|
| <701> | Single State-wide Residential Local Service Charge |
| <702> | |

[illegible]

**(800) Operating Companies
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|---------------------------------------|
| <010> | Study Area Code | 120038 |
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| <030> | Contact Name - Person USAC should contact regarding this data | Karen Wante |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6032789911 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kwante@bwtc.net |
| <810> | Reporting Carrier | Bretton Woods Telephone Company, Inc. |
| <811> | Holding Company | LICT Corporation |
| <812> | Operating Company | Bretton Woods Telephone Company, Inc. |

| <813> | <a1> | <a2> | <a3> |
|-------|--|--------|--|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | BRETTON WOODS TELEPHONE COMPANY, INC. | 120038 | Bretton Woods, World Surfer |
| | CASSADAGA TELEPHONE COMPANY | 150076 | Cassadaga, DFT, Netsync, DFT Communications |
| | DUNKIRK & FREDONIA TELEPHONE COMPANY | 150091 | Dunkirk & Fredonia Telephone, DFT, Netsync, DFT Communications |
| | UPPER PENINSULA TELEPHONE COMPANY | 310732 | Michigan Broadband Services, UPTC, MCBC, Alphacomm.net |
| | MICHIGAN CENTRAL BROADBAND COMPANY | 310785 | Michigan Broadband Services, MCBC, Alphacomm.net |
| | BELMONT TELEPHONE COMPANY | 330847 | Belmont, LaGrant Connections, LLC |
| | CUBA CITY TELEPHONE EXCHANGE COMPANY | 330872 | Cuba City, LaGrant Connections, LLC |
| | CENTRAL SCOTT TELEPHONE COMPANY | 351125 | Central Scott |
| | CST COMMUNICATIONS, INC. | 359032 | CST Communications, iwireless |
| | INTERCOMMUNITY TELEPHONE COMPANY | 381616 | InterCommunity |
| | HAVILAND TELEPHONE COMPANY, INC. | 411780 | Haviland, Giant Communications, Inc. |
| | J. B. N. TELEPHONE COMPANY, INC. | 411785 | J.B.N., Giant Communications, Inc. |
| | WESTERN NEW MEXICO TELEPHONE COMPANY, INC. | 492268 | WNM Communications |
| | CENTRAL UTAH TEL INC | 502277 | CentraCom Interactive |
| | SKYLINE TELECOM | 502283 | CentraCom Interactive |
| | BEAR LAKE COMM | 503032 | CentraCom Interactive |
| | CAL-ORE TELEPHONE COMPANY | 542311 | Cal-Ore |
| | Giant Communications, Inc. | | Giant |
| | Alpha Enterprises Limited, Inc. | | Alphacomm.net |
| | World Surfer, Inc. | | World Surfer |
| | Netsync Internet Services Corporation | | Netsync |
| | Valley Communications, Inc. | | Valley |
| | Central Telcom Services, LLC | | CentraCom Interactive |

Bretton Woods Telephone Company, Inc.
Line 112 – Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.202(a)(1)(ii), the following pages provide the Company's five-year service quality improvement plan that describes with specificity the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area. While the plan being presented for this Rural Local Exchange Carrier ("RLEC") is based on the best information that we have at this time, it is important to note that circumstances may change, such that the five-year service quality improvement plan being presented herein, may need to change substantially including, but not limited to, changes based on factors such as those listed below:

ISSUES WHICH MAY REQUIRE FUTURE MODIFICATIONS TO THE COMPANY'S FIVE-YEAR PLAN:

The five-year plan, as detailed on the following pages, is subject to the following:

- 1) **Revenue Recovery:** The ability to finance the capital expenditures planned for the five-year plan period, either through internally generated funds or external financing, are predicated on the expected revenue flows to be derived by these capital expenditures. If revenues would not be achieved either due to changes in regulations including, but not limited to, reductions in federal or state universal service support mechanisms or intercarrier compensation or by significant reductions in the number of services subscribed to by the Company's customers, adjustments to the proposed capital expenditures in the five-year plan would be required. For example, if the support revenues that would be derived based on the capital expenditures would be reduced due to eliminations of Universal Service Fund ("USF") mechanisms or significant changes to those USF programs, revisions to the five-year plan may be required.

In addition, if USF programs remain the same, but due to the computation of the program, USF revenues decline, adjustments to the five-year plan may be required. For example, if increases in the National Average Cost Per Loop ("NACPL"), which are very difficult to predict, substantially reduces the High Cost Loop Support ("HCLS") for the Company or if the impact of the corporate cap on the Interstate Common Line Support ("ICLS") mechanisms were to substantially reduce the Company's USF payments, then the capital expenditures in the five-year plan may need to be reduced.

- 2) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various governmental agencies and those delays are totally outside the control of the Company.

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- 3) **Weather Issues:** It is not possible to predict the impact of the weather on the installation of the capital expenditures included in the Company's five-year plan. For example, if the ground is frozen, the timing of installing facilities can be significantly delayed and those delays are totally outside the control of the Company.
- 4) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, in the last couple of years, the industry experienced a shortage of fiber optic cable where there was an 18 month lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 5) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.
- 6) **Increases in Construction Costs:** Just as with any business, it is impossible to predict if certain key material or installation costs will increase significantly during the period of time included in this five-year plan. During the last few decades, the telecommunications industry has undergone periods of time where material and installation costs escalated due to circumstances beyond the control of the Company (e.g., Hurricane Katrina, etc.). Price increases of this nature are impossible to predict and are totally outside the control of the Company.

If any of these, or items similar to these, occur, the Company may need to modify the five-year plan.

FIVE-YEAR PLAN OVERVIEW:

In addition to providing voice and broadband services, the company provides custom calling features and long distance services to the customers located in its service area. The Company has developed this five-year plan in order to continue to improve service quality, coverage and/or capacity to the subscribers located in its RLEC service area.

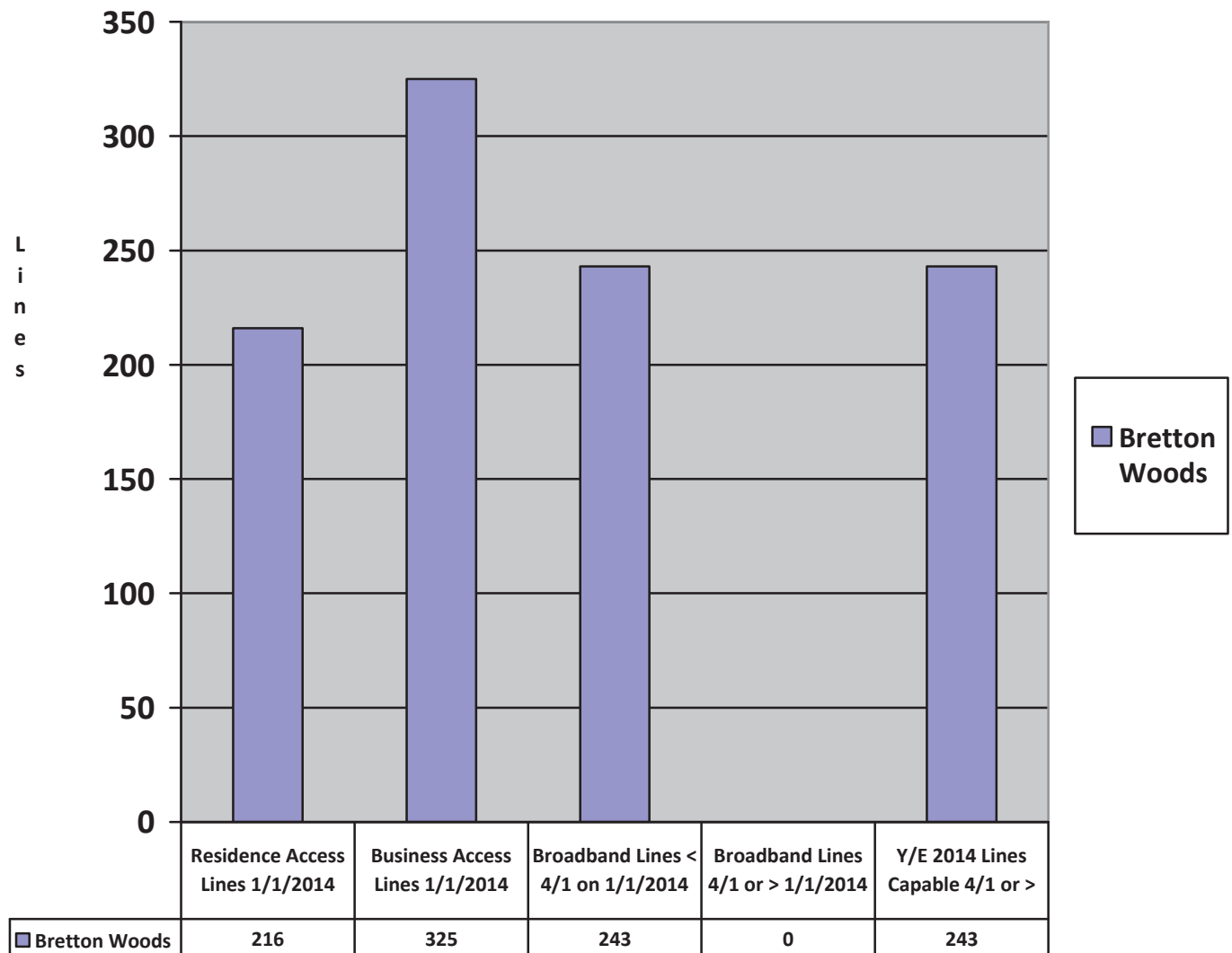
The Company provides service primarily through the use of copper and fiber optic cable and electronics. Fiber and electronics are exclusively used to the meet point with Fairpoint which is approximately one mile from the central office. The last mile facilities are generally provided over both copper and fiber-to-the-premise ("FTTP") facilities. It is the company's intention to complete our American Recovery and Reinvestment Act of 2009 ("ARRA") Stimulus FTTP project in 2014 and finish installing fiber optic cable and electronics to the vast majority of our

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customer base. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

COMPANY SERVICE AREA INCLUDED IN FIVE-YEAR PLAN:

The Company serves one exchange in a very rural portion of the United States where there are numerous challenges to serving customers. Within the RLEC's service territory of approximately thirteen square miles, the company provides voice service to residential and business access lines and broadband service as shown below:



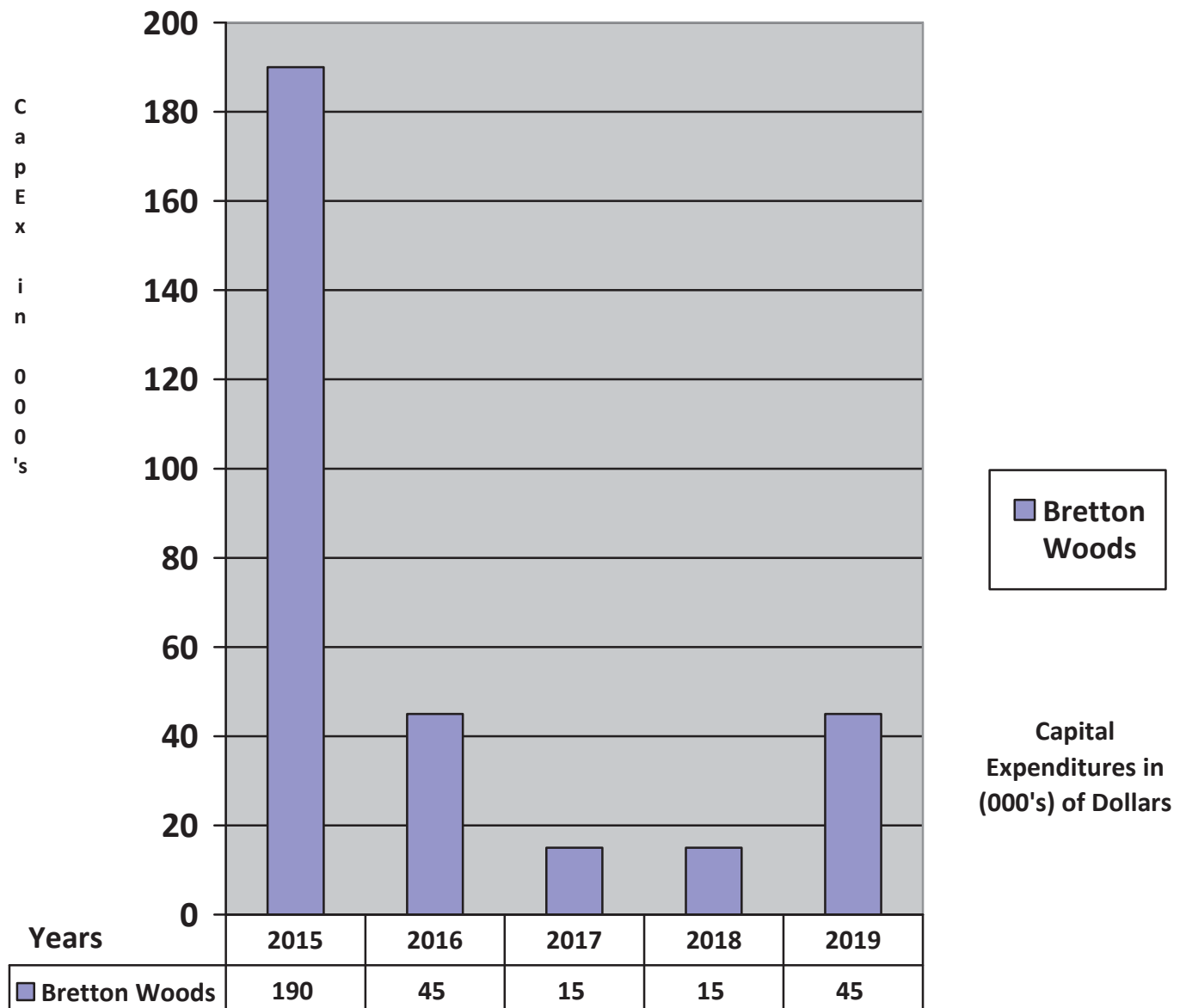
The company only has one wire center; therefore, the five-year plan is presented at the exchange level (which is also the wire center level). The above chart shows the breakdown of the number of access lines within the RLEC territory for residence and business and the number of broadband lines subscribed to by customers at a speed less than 4 Mbps down and 1 Mbps up and those broadband lines at or above at a speed of 4 Mbps down and 1 Mbps up. As

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shown on the chart above, all of the customers subscribe to broadband service at a speed less than 4 Mbps down and 1 Mbps up as of 1/1/2014; however, the Company is completing a FTTP ARRA Stimulus Grant in 2014 which will allow customers to choose speeds greater than 4/1 service. The company is making significant efforts to market and transition customers to higher speed service so that they can have the full benefit of the information super-highway.

TOTAL ESTIMATED CAPITAL EXPENDITURES BY EXCHANGE:

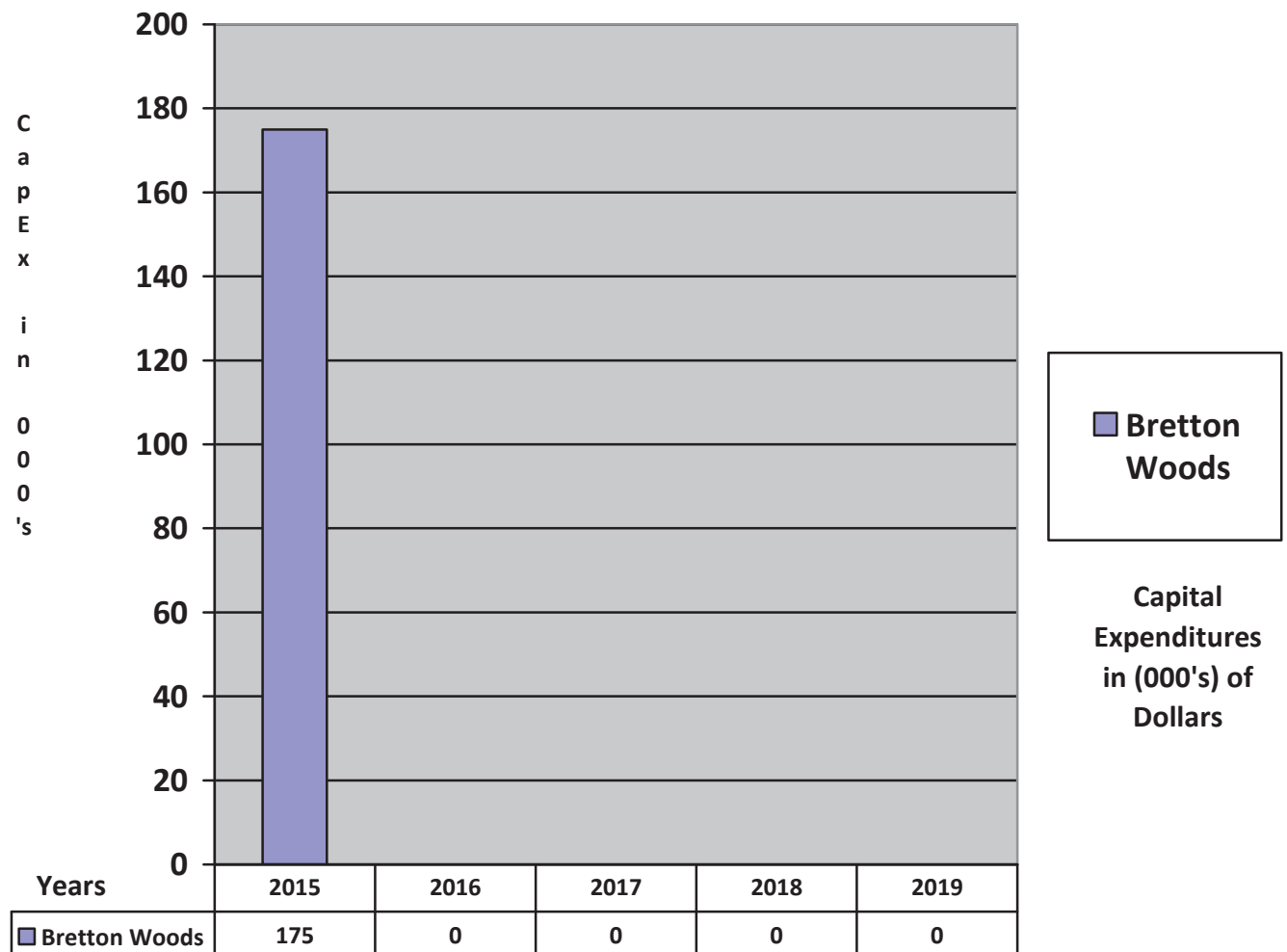
The total estimated regulated capital expenditures for the RLEC for each of the years in the five-year plan in each of the Company's exchanges are estimated to be as follows:



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SWITCHING EQUIPMENT:

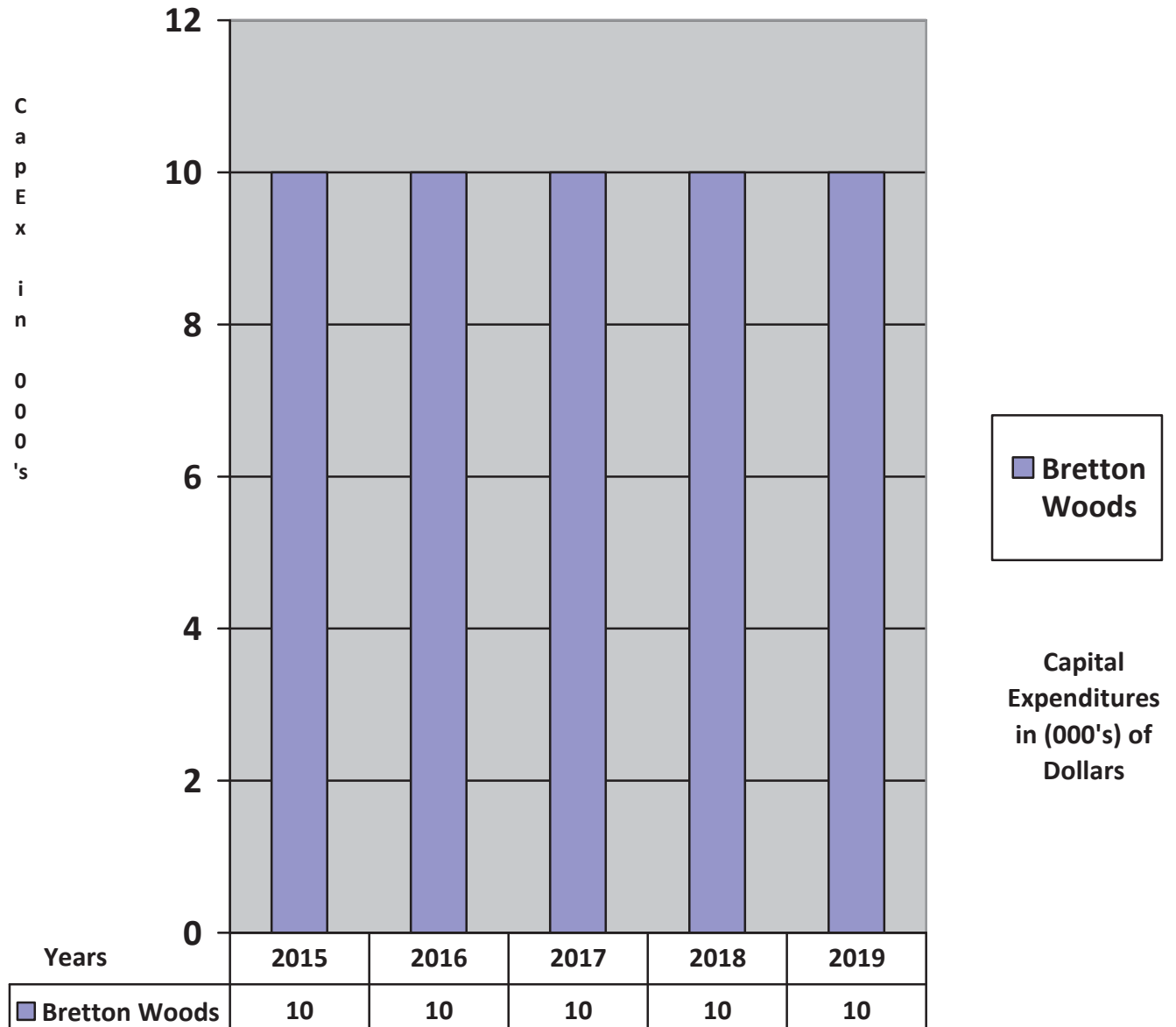
The Company is continuing to upgrade switching facilities due to the transformation from TDM to the IP-based technologies. These upgrades may include, but are not limited to, installing a softswitch, media gateway(s) or other equipment. Prior to acquisition of switching equipment, the company analyzes what would be the best technological solution since vendors go out of business, new products are released to market and upgrades may be made to existing equipment which may allow the equipment to continue to be used more cost effectively. The Company is proposing the following technological upgrades to its switching equipment shown below:



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INTEREXCHANGE FACILITIES:

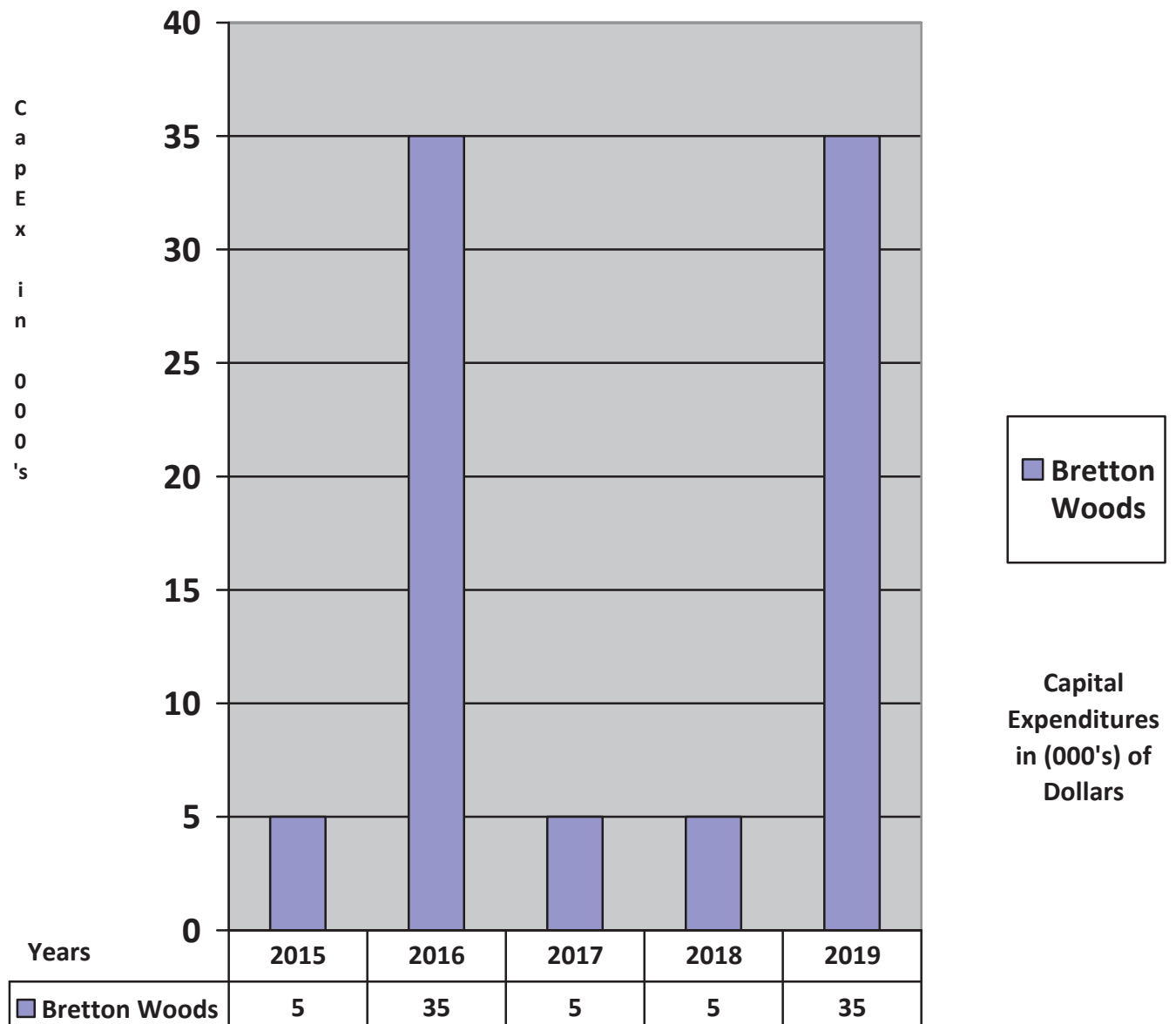
The Company's exchange is exclusively connected to Fairpoint at the meet point with fiber optic cable and electronics. For enhancements and upgrades to the Company's interexchange facilities, the Company intends to install additional cable and wire facilities and/or circuit equipment in each of the Company's exchanges as shown below:



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GENERAL SUPPORT FACILITIES:

The Company must continually upgrade the general support facilities (i.e., computers, furniture, office equipment, vehicles, land and buildings) due to technology changes, obsolescence and personnel needs in order to provide both voice and broadband service to its customers. The following is the current plan for general support facility capital expenditures in the five-year plan:



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COMPANY POLICY TO DETERMINE IF A REQUEST FOR BROADBAND SERVICE IS REASONABLE:

Under the framework adopted by the Federal Communications Commission (“FCC”) in the *USF/ICC Transformation Order*, as a rate-of-return carrier, the Company, is required to deploy broadband-capable infrastructure to a customer upon reasonable request.

The FCC expressly recognized that there are some areas of the country where it is cost prohibitive to extend broadband using terrestrial wireline technology and, that in some areas, satellite or fixed wireless technologies may be more cost-effective options to extend service.

It is the Company’s policy to deploy broadband-capable infrastructure to a customer, upon reasonable request, as defined below.

GENERAL POLICY:

When evaluating a request to extend broadband service, the Company shall consider whether it would be reasonable to make the necessary upgrades in light of anticipated revenues. A reasonable request is one where the Company could cost-effectively extend a voice and broadband-capable network to that location. In determining whether a particular upgrade is cost effective, the Company shall consider not only its anticipated end-user revenues from the services to be offered over that network, both voice and retail broadband internet access, but also other sources of support, such as federal and, where available, state universal service funding projected to be available under current rules.

In considering end-user revenues, the Company shall take into account the reasonable comparability benchmark for broadband services, as appropriate. If the incremental cost of undertaking the necessary upgrades to a particular location exceed the revenues that could be expected from that upgraded line, a request would not be reasonable.

A request to upgrade an existing voice line to provide broadband service would not be reasonable if it would require new investments that would cause total high-cost support, excluding CAF ICC, to exceed \$250 per line per month in a given study area.

As the FCC determined in the *Third Order on Reconsideration*, the Company may also take into account backhaul costs or other unique circumstances that may make it cost-prohibitive to extend service to particular customers.

EXTENUATING CONSIDERATIONS AND EXECUTIVE APPROVALS:

In addition to the above stated general policy, additional factors, including, but not limited to, items such the following shall be considered prior to denying the provision of broadband service based on a request of a customer as not reasonable:

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- Extremely high potential for significant other residential or business customers in the area within a reasonable amount of time.
- Anchor institution requirements.
- Possible community development potential.
- Health and public safety concerns, including, but not limited to, E-911 issues.
- Other health, economic development and/or welfare factors.
- Financing agency or Commission, either state or federal, mandates or requirements.

If it is determined that additional, extenuating circumstances are relevant and should be considered, Company executive review and approval is required for the project to be undertaken if does not meet the terms of the general policy stated above.

FURTHER SPEED ENHANCEMENTS: If the FCC were to revise its broadband performance obligations to require higher speeds, such as 10 Mbps downstream, new deployments would, most likely, be required to meet the new benchmark. The Company would only be required to meet that higher speed if the request for service was *reasonable*.

CONCLUSION:

The Company's five-year service quality improvement plan is designed to continue to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

Since, in 2014, the Company expects to complete the FTTP project to the vast majority of the homes and businesses in the RLEC serving area, future upgrades in subsequent years will be lower than might be expected in many RLEC operations. Management of the Company believes that the ARRA FTTP project has positioned the Company to provide broadband service for decades to come.

Bretton Woods Telephone Company, Inc.

Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

SERVICE QUALITY STANDARDS: The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements shown in Exhibit A.

CONSUMER PROTECTION RULES:

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

NEW HAMPSHIRE CODE OF ADMINISTRATIVE RULES

Puc 413.06 Quality of Service Standards.

- (a) An ILEC shall maintain sufficient equipment for each exchange to handle traffic.
- (b) An ILEC shall conduct and record traffic studies to the extent and frequency necessary to determine that sufficient equipment is in use.
- (c) An ILEC shall provide sufficient interexchange trunks and interoffice channels to handle the traffic without delay such that the service shall engender no more than one blocked call, that is, busy signal, per 100 calls during a normal busy hour.
- (d) An ILEC shall provide sufficient central office capacity and equipment to meet the following minimum requirements during any normal busy hour:
 - (1) Dial tone shall be provided within 3 seconds on at least 98% of telephone calls; and
 - (2) Complete dialing of called numbers shall occur, without encountering a busy condition within the intra-ILEC interoffice trunks, on at least 97% of all attempted calls.

Source. #8348, eff 5-10-05 (See Revision Note at chapter heading for Puc 400)

Bretton Woods Telephone Company, Inc.
Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. Permanent locations have emergency generators with fuel tanks. The company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The network was designed with redundancy wherever possible. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy it is geographically impracticable to build. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes.

File name: 120038nh1010.pdf

Bretton Woods Telephone Company, Inc.
Line 1010 – Voice Services Rate Comparability

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

As of January 1, 2014, the Company charges the following fixed voices prices for residential service:

| | |
|--|----------------|
| Flat Rate Residential Service | \$15.32 |
| Residential State Subscriber Line Charge | 0.00 |
| State Universal Service Charge Fee | 0.00 |
| Mandatory Extended Area Service | 0.00 |
| Residential Federal Subscriber Line Charge | <u>6.50</u> |
| Total Residential Fixed Voice Charges | <u>\$21.82</u> |

Since the total for residential fixed voice that the Company charges, as shown above, is below the \$46.96, which is two standard deviations above the applicable national average urban rate for voice services, announced by the FCC Wireline Competition Bureau in the Public Notice released on March 20, 2014 (DA 14-384), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

Bretton Woods Telephone Company, Inc. Lifeline Terms and Conditions

The Lifeline Service Program (Lifeline), sponsored by the FCC is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service to qualifying low-income customers.

1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service. Lifeline reductions are applied to one residential telephone line per household per month at the customer's primary residence. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundled minutes" package is chosen.

2. Toll Limitation Service (TLS)

Voluntary TLS support allows eligible Lifeline consumers who wish to avoid incurring long distance fees to choose toll blocking or toll control at no cost.

3. Regulations

These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in §54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following federal assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch / Free Lunch Program (NSL)

4. The Lifeline discount is effective upon receipt and processing of a completed form of eligibility, including documentation indicating that the household income meets the eligibility standards established above. If the form is not returned, no further action is taken by the Company to establish eligibility. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified on an annual basis or at any time the qualifying criteria for the customer changes. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.
5. Recipients of Lifeline Service must notify the Telephone Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Telephone Company will discontinue Lifeline Service.